



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Comcast Phone of Illinois, LLC**  
**CIMCO, a division of Comcast Business Services**  
**Comcast Digital Phone**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.23	0.22	0.21	0.22
B. Operator Answer Time - Information [730.510(a)(1)]	2.10	3.00	3.20	2.77
C. Repair Office Answer Time [730.510(b)(1)]	33.00	38.00	38.00	36.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	33.00	38.00	38.00	36.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	1.60% *	3.11% *	1.77% *	2.24% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.52	2.03	2.03	1.86
H. Percent Repeat Trouble Reports [730.545(c)]	20.56% *	20.16% *	17.46%	19.46%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	160	238	152	183
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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